

**Prashanth Reddy Gudala**

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**Objective:**

Professional having 6.5 years of experience in technical skill set and providing CRM data consulting and configuration with exposure in implementation of CRM functionalities using Salesforce.com and willing to improve my skills and growth along with organization objective.

**Summary:**

* 6x Salesforce Certified Professional having good knowledge and experience in Salesforce Administration, Apex, SOQL, Triggers, Asynchronous and Migration tools.
* Have implemented multiple automations in the project to reduce the human effort being involved.
* Working with management and end-users to create and manage workflow rules, data validation, processes builders and flows.
* Proficient in writing clean and readable code implementing all the best practices.
* Proven ability to deliver high-quality, reliable code implemented on schedule.
* Very good proficiency in Salesforce Development and Design with detailed knowledge of Salesforce.com architecture.
* Capable of writing and debugging efficient SOQL queries of standard and custom objects, and able to understand and develop for complex data models
* Strong verbal and written communication skills including the ability to share ideas both with the business and internal IT teams.
* Excellent problem solving and troubleshooting skills, with a solid customer-service orientation.
* Conducted placement activity and knowledge transfer sessions within the team.
* Able to work effectively as an independent or part of team.

**Achievements:**

* Worked as the owner of a Hugh Org which has around 2000 users.
* Received Star Performer of the Month Award and Best team award.
* Received several appreciations from client and within the organization with respect to Communication and prompt response.

**Technical Skills:**

* Exceptional proficiency in SFDC Development using Visualforce, Apex classes, SOQL, SOSL, Schema Programming.
* Have basic understanding of Lightning web Components.
* Proficiency in SFDC Administrative Tasks like User management, Creating Roles, Profiles, Page layouts, Email Services, Approval Process, Workflows, Reports & Dashboards.
* Worked on Change Set Deployments, Apex batch programming and Scheduling jobs.
* Have very good expertise in Designing Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows, Process Builder, Approval Process for Automated Alerts, Field Updates and Email Generation.
* Have worked on the tools Apex Data Loader, Workbench for Salesforce.
* Have good proficiency in JavaScript language.

**Work Experience:**

* Worked as System Engineer with a Role of Salesforce Developer at Tata Consultancy Services from July 2016 to June 2019.
* Working as Business Technical Analyst with a Role of Salesforce Developer at Deloitte Services from July 2019 to October 2019.
* Working as Proactive Monitoring engineer with a Role of Support Engineer at Salesforce.com from October 2019 to December 2021

## KEY PROJECTS HANDLEDClient: Salesforce.com

## Employer: Salesforce.com

## Role: Proactive Monitoring EngineerDuration: October 2019 to December 2021

**Description:** Proactive Monitoring Services is a paid service provided to customer, where we monitor customer org performance and identify and update possible issues.

## Responsibilities:

* Monitoring customer's org health and performance with internal tools.
* Informing the customer if there are any anomalous activities which might impact org or lead to performance degradation.
* Monitoring and modifying salesforce limits available for user org, as per their need and requirement.
* Collaborating with customers and other stakeholders to explain and help improve their Org's performance.
* Suggesting the customer best practices/approaches for flawless performance.
* Recommending best practices for SOQL queries, apex classes and triggers to enhance the performance.
* Creating reports and dashboards to demonstrate the progress and contribution of the team.
* Mentoring other technical engineers in learning the process.

## Client: Highmark Medicare services

**Employer: Deloitte consultancy**

**Role: Salesforce Developer**

## Duration: June 2019 to October 2019

**Description:** The purpose of the project is to reverse engineer to identify current implementation and providing solutions to various defect logs like Opportunity creation, call permission, initial opportunity routing and opportunity closure rules.

## Responsibilities:

* Interacting with Client and understanding the requirements.
* Analyze the codebase to understand the existing Implementation.
* Providing the client with Possible approaches and finalize the best approach after discussion with clients
* Creating Design Documents
* Implementation of solution using Salesforce best practices.
* Meeting with client to clear the doubts and provide the status
* Deployment using change set and Knowledge Transfer to client and providing Maintenance support.

## Client: DuPont

**Employer: Tata Consultancy Services**

**Role: Salesforce Developer**

**Duration: July 2016 to June 2019**

**Description:** The scope of this project is to support DuPont CRM Run and Maintenance where we work with Global Key Users during Application Support. The overall vision is to simplify the process and to provide more holistic view of business operations.

## DuPont Users raise issues on a daily basis for making improvements to the current existing environment. We suggest and implement Continuous improvements from our side so that overall business operation becomes customer friendly and runs smoothly.

## Responsibilities:

* Worked with Business Process Owners/Global Key Users to resolve the issues raised by end users during the application support.
* Presented business stakeholders with monthly connect demos to showcase enhancement functionalities being built as part of continuous improvement.
* Worked on Triggers containing various use cases for code coverage.

## Client: Customized Technologies Pvt Limited

## Duration: July 2015 to May 2016

**Role: Software Developer**

**Description:** Customized Technologies Private Ltd is India’s No.1 in vision inspections systems know as Rapid-I. Used for Visual Inspections, Precision Measurements, High Resolution Non-Contact Inspections. The company has installations all over India, so there was a need for Remote Diagnosis System for customer support. The application deals with development of a Remote Diagnosis Software module that interacts with the “Rapid-I Vision Inspection System” connected to the Remote Server system obtain the DRO values and transmit it to the Client system. The module also contains a “Remote Desktop Transfer” application that transmits the Desktop of the Remote Server System to the Local Client System for Diagnosis and customer support. While transmitting the image we have used suitable compression technique, because of the bandwidth limitations of the Internet.

## Responsibilities:

* Responsible for Requirement Analysis, Coding and Unit Testing.
* Preparation Technical Specification documents.